Leicester College

Pay Claim Management

Case Study

Leicester College was the first FE College to use CELCAT Pay Claim.

Read more about how this forward thinking college has combined timetabling, attendance tracking and pay claim…

Introduction

Leicester College was the first Further Education College to use the CELCAT Pay Claim Management (PCM) system in 2009. This case study summarises why and how the college deployed PCM and focuses on the advantages and benefits of using the system.

Background

Leicester College is among the top ten largest colleges in the UK. The College occupies three state-of-the-art city centre campuses and runs courses in over 80 community venues throughout Leicestershire. In 2011 Ofsted inspected the College and rated it as outstanding in meeting the needs of learners, employers and the wider community.

Alongside standard academic delivery the College provides training to many local and national companies. Its diverse population of learners reflects the greater diversity of the local community with 39% of students coming from black and minority ethnic groups and 43% of students from areas of disadvantage.

The changing landscape of academic provision and delivery means that the College is looking to the future and planning to offer 10% of its courses via Distance Learning.

Facts and Figures

Students: 27,400 +

This includes: 555 learners aged 14-16 years.

5,370 learners aged 16-18 years.

4,787 learners are taking ESOL programmes.

Staff: 1,400 + teachers and administration staff.

Including 250 are part-time teachers.

Budget: £50 million per year

Payroll: Midland HR iTrent

HR: Midland HR iTrent

Timetabling & Attendance: CELCAT Timetabler version 7.5

Pay Claim Management: PCM version 1.6

Implementing Pay Claim Management

Project Summary

For a number of years the College considered replacing the paper based system used for managing pay claims from part time academic staff with an electronic one. It was considered essential that any new system should generate claims based on event data held in the timetabling software, so full integration was crucial. After careful evaluation of the alternatives, CELCAT's Pay Claim Management System (PCM) was chosen as the preferred solution. The system was implemented across the whole College at the start of the 2009-10 academic year with remarkable success.

The usability of the software meant that the majority of part time staff generating claims, as well as managers and payroll staff found the transition to PCM much easier than expected. New part time staff joining the College are now, as a matter of course, given PCM training notes alongside their contract

In 2013 the decision was taken to bring payroll in-house after previously being outsourced to the local council. This required a new HR system being purchased and implemented to integrate with existing systems including PCM. Not only throughout this process but also a subsequent major staff restructure that included changes to teaching posts and staff hours PCM has helped to make sure that college staff were *paid accurately and on time*!

CELCAT Pay Claim Management is *paper-free*, *extremely reliable* and *highly transparent*. Pay claims can be scrutinised from generation through to final payment.

For Leicester College the benefits and advantages of using PCM have been significant but they include:

- Enhanced financial control

- Eradication of questionable claims

- Reduced administrative workload

- Extended the time frame for claim submission

- Synchronises with CELCAT *Timetabler* to reference event data - all changes are identified and claims adjusted.

Impact of Pay Claim Management on college processes

With the old paper based system there could be a delay of months before payment was made. Now with PCM payments are made promptly after authorisation which allows more time for staff to submit their claims.

Part Time teaching staff can check and review their hours through a detailed breakdown rather than just seeing a total on their payslip.

The introduction of PCM has meant less work for the Human Resources team in writing and amending teaching contracts and in compliance checking.

Hybrid staff, contracted staff with additional hours have been absorbed into the PCM process. Programme administrators now timetable meetings and workshops so that pay claims can be generated based on the events.

Due to the number of teaching changes throughout the year it became a bigger priority than ever that all changes were made through the timetabling system. Full integration of Pay Claim, Timetabling and HR was essential.

Managers scrutinise the timetable much more closely than previously to check for errors and problems before they can filter though to claims.

The speed of PCM has meant that even part time staff working just a few hours over a short period of weeks can still be included in the system.

The number of claim queries has dropped significantly and a 5 year audit trail means historic claims can be interrogated.

The benefits of using Pay Claim Management

- *Savings* in excess of £50,000 per annum.

- A *Reduction* in administrative paperwork and compliance checking.

- *Greater Transparency, a*ll pay claim data is stored in one system.

- *Improved management,* teachers can see the status of their claims, managers can verify claims and approve them, and administrators can validate claims, authorising for payment.

Leicester College, PCM and the future

Leicester College are looking forward to reaping even more benefits from using the new version of CELCAT Pay Claim Management system. This will include the ability for staff to generate claims on their mobile device as well as utilising the new budget reporting facilities. The college looks forward to being able to verify claims for teaching further by analysing whether it has a marked student attendance register associated with it.

The college aims to bring into the PCM process a broader spectrum of learner facing staff that currently fill in timesheets including trainers, learning coaches and programme leads.

" The implementation of Pay Claim Manager has been a resounding success for Leicester College. The system worked seamlessly from day 1 and has transformed the way in which pay claims are handled. PCM is reliable, quick and very easy to use. Staff at all levels are able to track and monitor every stage of the claim process and we are delighted to recommend PCM as a product to any organisation.

- Mick Wood

Mick Wood

Leicester College

Curriculum, Resources and Administration Manager